

**Corporation for National and Community Service**  
**Freedom of Information Act Review Report and Improvement Implementation Plan**  
**Pursuant to Executive Order 13,392**  
**June 14, 2006**

**I. Basic Information Regarding Report/Plan:**

A. Name, title, address, and telephone number of person(s) to be contacted with questions about the report:

Frank R. Trinity / Chief FOIA Officer / Corporation for National and Community Service, 1201 New York Avenue NW, Washington, D.C. 20525, (202) 606-6677

B. Electronic address for report on the World Wide Web:

<http://www.nationalservice.gov/home/foia/index.asp>

C. How to obtain a copy of the report in paper form.

A copy of this report can be obtained by writing to the Corporation's FOIA Requester Service Center, or by downloading a copy from the Internet site listed in subparagraph (B) above.

**II. Characterize overall nature of agency's FOIA operations (degree of detail optional), with optional reference to areas preliminarily considered for agency review. (Agencies may also describe any particular FOIA challenges that they face.)**

Our General Counsel has been designated Chief FOIA Officer. Our Law Office Manager serves as the FOIA Disclosure Officer. Our Deputy General Counsel for Litigation and General Legal Services has been designated as FOIA Public Liaison.

Our FOIA program is operated on a day-to-day basis in a professional and efficient manner by our FOIA Disclosure Officer. This person manages our FOIA Requester Service Center and receives approximately 55 requests annually. Approximately 98 percent of our requests are processed within 20 days. FOIA requests are scanned and forwarded to the office(s) of record electronically, contributing to a decrease in response time. The Corporation is also pleased to report that it does not have a backlog of FOIA requests. Appeals are rare and have been handled in a timely manner.

**III. List all areas selected for review:**

- A. Affirmative/Proactive Disclosure
- B. Overall Website Improvement
- C. Improvement of FOIA Reference Guide

- D. Electronic FOIA – automated processing
- E. Electronic FOIA – receiving/responding to requests electronically
- F. Politeness/Courtesy
- G. Forms of communication
- H. Acknowledgment letters
- I. Additional training needed

#### **IV. Narrative statement summarizing results of review:**

##### **A. Affirmative/Proactive Disclosure**

Consulted with agency webmaster. Determined that we need to more clearly identify electronic reading room and improve organization of resources posted in the electronic reading room. No systematic process is in place to identify frequently-requested records, although through the normal course of business, such records have been noted by the FOIA Disclosure Officer.

##### **B. Overall Website Improvement**

Determined that we should review visual presentation of website, in consultation with agency webmaster.

##### **C. Improvement of FOIA Reference Guide**

Determined that guide could benefit from index or table of contents and other steps to make more user-friendly.

##### **D. Electronic FOIA – automated processing**

Current practice includes scanning and other electronic tools to improve efficiency of transmitting responses as appropriate.

##### **E. Electronic FOIA – receiving/responding to requests electronically**

Our current practice is to respond electronically to requests that are made electronically. This seems to work well.

##### **F. Politeness/Courtesy**

We have received no complaints concerning our politeness and courtesy, and our new incoming FOIA Disclosure Officer has a strong track record of customer service.

##### **G. Forms of communication**

FOIA legal counsel reviews responses and edits to improve clarity.

##### **H. Acknowledgment letters**

Disclosure Officer reports little or no follow-up inquiries such that current high level of responsiveness obviates need for separate acknowledgment letters.

##### **I. Additional training needed**

Recent turnover in Disclosure Officer position and greater span of responsibility for FOIA legal counsel warrant additional training in the coming year.

**V. List all areas chosen as improvement areas for agency plan:**

- A. Affirmative/Proactive Disclosure
- B. Overall Website Improvement
- C. Improvement of FOIA Reference Guide
- D. Additional training needed

**VI. For each improvement area provide:** Brief statement of goal(s)/objective(s) (i.e., improvement(s) sought to be made); List of all distinct steps planned to be taken; Time milestones (in relation to specific timetables and outcomes); and Means of measurement of success (e.g., quantitative assessment of backlog reduction expressed in numbers of pending requests, percentages, or working days)

**A. Affirmative/Proactive Disclosure:**

1. More clearly identify electronic reading room on website. Improve organization of resources in electronic reading room. Adopt systematic process to identify frequently-requested records.
2. FOIA Disclosure Officer works with agency webmaster to map out steps to clearly identify electronic reading room.
3. December 31, 2006 – Clearly identify electronic reading room on website.  
December 31, 2007 – Complete improvement of organization of resources in electronic reading room  
December 31, 2006 – Adopt systematic process to identify frequently-requested records.
4. Agency Chief FOIA Officer verifies that electronic reading room is clearly identified on website, by comparing current display to revised display.  
Agency Chief FOIA Officer verifies that organization of resources in electronic reading room has been improved, by comparing current display to revised display.  
Agency Chief FOIA Officer verifies that systematic process to identify frequently-requested records has been adopted.

**B. Overall Website Improvement:**

1. FOIA website reflects improved display of resources and directions.
2. FOIA Disclosure Officer to work with agency webmaster to identify ways to improve display of resources and directions.
3. December 31, 2006 -- Substantial improvement in website  
December 31, 2007 – Improvements completed

4. Chief Agency FOIA Officer verifies that website improvements have been made, by comparing the current website to the revised site.

**C. Improvement of FOIA Reference Guide:**

1. Improve organization and presentation of FOIA Reference Guide
2. FOIA Disclosure Officer adds table of contents or index to aid readers. FOIA Disclosure Officer, in consultation with FOIA Counsel, makes edits to improve clarity.
3. December 31, 2007 – Complete improvements.
4. Chief Agency FOIA Officer verifies that Reference Guide has been improved, by comparing the current Guide to the revised one.

**D. Additional training needed:**

1. Incoming FOIA Disclosure Officer needs to receive training on FOIA. FOIA Counsel needs refresher FOIA training.
2. FOIA Disclosure Officer and FOIA Counsel to attend DOJ FOIA training.
3. December 31, 2006 – both complete DOJ FOIA training.
4. Agency Chief FOIA Officer verifies that both have received training.

**VII. For the entire plan, group the improvement areas into the following time periods:**

**A. Areas anticipated to be completed by December 31, 2006**

1. Additional training needed

**B. Areas anticipated to be completed by December 31, 2007**

1. Affirmative/Proactive Disclosure
2. Overall Website Improvement
3. Improvement of FOIA Reference Guide